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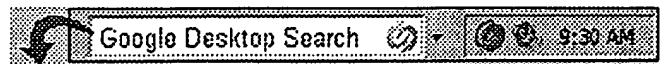
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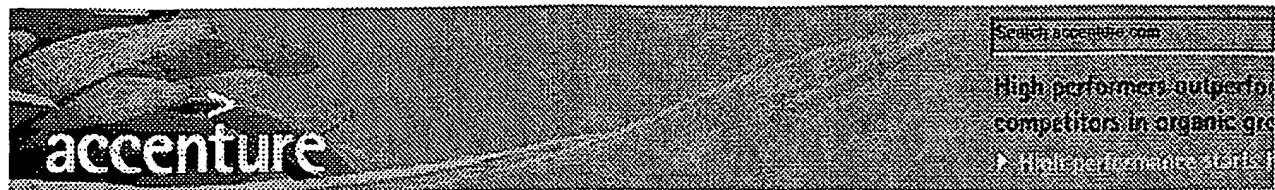


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Supply Chain Planning & Collaboration Services

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- **Supply Chain Collaboration.** Our Supply Chain Solutions Delivery approach is made possible by leveraging Accenture's global network of integrated technology Delivery Centers; our deeply skilled technical and outsourcing resources; and our proven solution-development practices, methods, assets and knowledge capital.
- **Intelligent Supply Chain.** We help our clients realize substantial revenues gains and cost reductions by optimizing the key elements of their synchronized supply chain: process, organization and technology.

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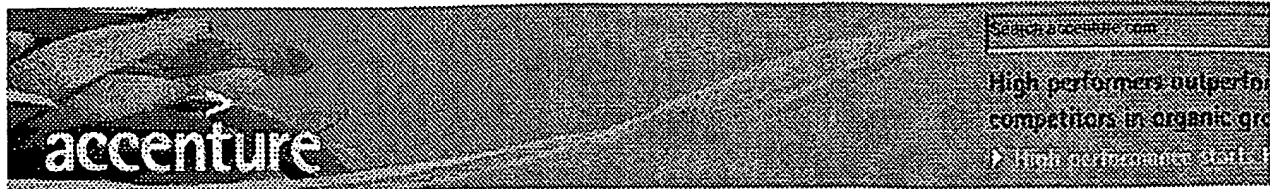
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Overview

Accenture's Supply Chain Planning group works with clients to develop and implement strategies that improve cost efficiency, increase business effectiveness and create synergies and collaboration across companies.

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**The Association of Food, Beverage
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Collaborative Planning, Forecasting and Replenishment (CPFR)

Collaborative Planning, Forecasting and Replenishment (CPFR) is the latest in a long line of supply chain initiatives that have promised greater profits through improved efficiencies and increased collaboration between trading partners. Some of CPFR's predecessors include electronic data interchange (EDI), vendor-managed inventory (VMI) and efficient consumer response (ECR). However, CPFR differs from its predecessors in that it is designed to link the supply and demand processes allowing for a more consumer driven supply chain. CPFR aims to seamlessly link the CPG industry from manufacturer to consumer, allowing trading partners to see the entire supply chain from one end to the other. CPFR calls for complete collaboration and information sharing between trading partners, including the merchandising process, item/category selection and seasonal and promotional planning. Combined with real-time updates based on hourly activity, trading partners will be able to engage in total supply chain visibility and forecasting.

Today, CPFR is being practiced on various levels by many of GMA's member companies. Unfortunately, there is no baseline data on which to benchmark these activities. In response to this need, GMA recently led an effort to provide its membership with a study that outlines the basic tenets of CPFR, and provide a baseline that will serve as a scorecard noting the varying degrees of CPFR activity within each member company. The survey probed trends, standard metrics and emerging issues relative to current and future CPFR activities amongst its members. Based on the data collected, GMA provides its members with a research piece that serves as a CPFR baseline study for future benchmarking. This benchmarking tool allows GMA members to assess their own CPFR activities as well as where their company stands in relation to their peers.

Download the [CPFR Baseline Study Manufacturer Profile](#)

To further address the needs of our members relative to CPFR and to establish GMA as a thought leader on this issue, we're now working closely with a knowledge partner, Accenture, to develop a one day CPFR program - a CPFR Immersion Day. The focus of the Immersion Day will be to closely examine the concept of CPFR within the context of the CPG industry and to further educate our members on the topic. To enhance the educational value and to provide real world examples, practitioners will be called upon to address the attendees and discuss their experiences with their CPFR initiatives. Obviously, one day is not enough to thoroughly cover a topic as complex as CPFR. However, the potential exists to grow the Immersion Day concept into a series of seminars or perhaps something more.

Staff Contacts

- Pamela Stegeman

Press Contacts

- Naomi Greer

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S2	325	RD (unique items)
S3	48	S2 AND INSTALL?????
S4	44	S3 AND (ASSET? ? OR RESOURCE? ? OR INVENTORY OR INVENTORIE- S)
S5	21	S4 AND (MAINTENANCE OR MAINTAIN???? OR SERVICING)
S6	18	S5 AND (ORDER???)
S7	15	S6 AND (NETWORK OR INFORMATION()TECHNOLOGY)
S8	18	S6 AND ((COLLABORATIVE()PLANNING()FORECASTING(2N)REPLENISH- MENT) OR CPFR)

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S9	16	S8 AND MANUFACTURER? ?
S10	1	S9 AND ((CONTRACT? OR SCHEDUL?) (5N) (MAINTENANCE))
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S4 523 S1 AND (COLLABORATIVE(5N)SUPPLY()CHAIN)
S5 203 RD (unique items)
S6 23 S5 AND INSTALLATION? ?
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Author(s): McAvoy, M.; Horenovsky, M.; Vogelsang, P.

Author Affiliation: Colorado Springs Utilities, Colorado Springs, CO, USA

Conference Title: Conference Proceedings. 1995 IEEE Power Industry Computer Application Conference (Cat. No.95CH35798) p.333-8

Publisher: IEEE, New York, NY, USA

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ISBN: 0 7803 2663 6

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Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: When Colorado Springs Utilities (CSU) purchased their energy management system (EMS), they envisioned a system that would provide for their needs and continue to evolve to meet future requirements. CSU also wanted to be able to keep current with the latest technology and operate their system with minimal staff. The initially purchased EMS provided a distributed architecture which allowed for the planned future expansion to 2500 (generation, transmission, and mostly distribution) RTUs and the addition of processors as required. The desire to keep the system current as new technologies became available is the basis for an ongoing collaboration between CSU and the EMS supplier, which has allowed CSU to incrementally evolve the system to meet all the functional requirements within budget constraints. The first update to the initially designed system was the replacement of the applications processor with high performance workstations, dramatically reducing the cost of maintenance and greatly improving the response time of the advanced power system Applications. At the same time proprietary interfaces were removed, moving the system to a more open architecture. The second update was the replacement of the remaining proprietary communications links and the existing proprietary full graphics display generators with RISC workstations. Major emphasis in the evolution process stressed timely development and testing of the upgrade with collaborative installation planning, which minimized the impact to ongoing operations. (0 Refs)

Subfile: B C

Descriptors: engineering graphics; engineering workstations; load management; open systems; power system control; reduced instruction set computing; workstations

Identifiers: Colorado Springs Utilities; EMS; energy management system; distributed architecture; planned future expansion; RTU; high performance workstations; maintenance reduction; cost reduction; response time improvement; communications links; graphics display generators; RISC workstations; collaborative installation planning

Class Codes: B8110B (Power system management, operation and economics); C3340H (Control of electric power systems); C7410B (Power engineering computing); C7420 (Control engineering computing); C5540 (Terminals and graphic displays); C5620 (Computer networks and techniques); C6130B (Graphics techniques); C6140B (Machine-oriented languages)

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Apropos Technology and Peregrine Systems Announce CTI Integration

Partnership

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OAKBROOK TERRACE, Ill. and SAN DIEGO, Aug. 19 /PRNewswire/ -- Apropos Technology, Inc., a leading developer of total call center management (TCCMTM) software, today announced a partnership with Peregrine Systems, Inc. (Nasdaq: PRGN), the leader in providing IT organizations with Enterprise Service Desk and Asset Management Software Solutions. Peregrine Systems ServiceCenter(R) Enterprise Service Desk application and Apropos' Version 4 turnkey call center management solution will now team up to provide a superior CTI-enabled service desk.

The terms of the agreement call for both companies cross-recommending each other's solutions into appropriate accounts. As well, Peregrine Systems has acquired an Apropos call center management system for installation and display at their corporate visit center. Finally, Apropos has acquired Peregrine Systems software for application integration testing and development. The companies are in discussion about offering a tight integration program.

"The coupling of ServiceCenter and Apropos Version 4 provides added value for technical services departments," said Ed Chopskie, Director of Product Management. "Apropos complements our system by providing added management and reporting features that will allow our high-volume technical support centers more visibility and control into their call center business processes."

"3Com, Seagate, and TEKSystems are just three examples of technical support call centers on our client list," said Jody Wacker, Apropos' VP of Marketing. "Customers of this caliber are very interested in our partner short-list, because it represents the highest caliber of applications, and commitment to integration on both sides of the table."

Apropos has written an API to provide immediate and basic integration between the companies' software products. Future joint development plans call for integrating specific application functions under a single user interface.

About Apropos Version 4

Apropos Version 4 is an enterprise call center application that enhances the value of the native business application, such as customer service, help desk, and sales force automation, by intelligently managing the front end of the customer interaction cycle. The application provides intelligent routing and real time management of live calls, email, and web interactions with the call center, based on user defined business rules. It works hand-in-hand with your desktop business applications to produce a 30 to 50% increase in overall call center productivity. The application intelligently links corporate telephone systems, electronic message systems, networks, and databases with powerful third party business applications, to dramatically improve how businesses provide service. Apropos Version 4 is a client/server call center solution that combines intelligent call and message distribution, interactive voice response, smart desktop messaging, real-time supervisory capabilities, and

cradle-to-grave interaction reporting -- all from one integrated offering.

About Apropos Technology

Apropos Technology develops and markets the leading switch and network independent, client/server Total Call Center Management (TCCM) system on the market. It offers an integrated package of call center technologies including intelligent call and message distribution, interactive voice response, smart desktop messaging, real-time supervisory capabilities, and cradle-to-grave interaction reporting. By merging major call center technology disciplines into one integrated management system, Apropos provides call center managers with a superior level of visibility and control into the entire lifecycle of any interaction. This integrated management concept reduces the complexity and cost of implementing call center automation and is the next logical evolution for CTI applications. Apropos' call center management solution is currently deployed at over 80 installations worldwide, with customers such as 3Com, Nestle, Pfizer, and Pepsi-Cola.

About Peregrine Systems

Peregrine Systems is the leading provider of Infrastructure Management solutions. True Infrastructure Management unites the unique disciplines of the Enterprise Service Desk and Enterprise Asset Management through common shared data. The merging of these disciplines so essential to operations management and the profitable management of corporate resources results in a significantly better understanding of the impact of events and change upon the investment decisions of a company. Founded in 1981, Peregrine Systems is headquartered in San Diego, California with offices throughout the United States as well as in the United Kingdom; France; Germany; Denmark; and the Netherlands. Peregrine Systems also has partners and distributors located in Asia Pacific, Australia and Latin America. Information about Peregrine Systems and its products is available on the World Wide Web at www.peregrine.com.

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SOURCE Peregrine Systems, Inc.

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